



## **ALABAMA BOARD OF COSMETOLOGY**

**RSA Union Building**  
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### **GENERAL INVESTIGATIVE OUTLINE**

- ♦ Complaint forms may be mailed if requested and are also available on Board's website.
- ♦ Complaint may be typed, handwritten or e-mailed.
- ♦ Complainant must sign complaint or provide name and address.
- ♦ Complaint must be received by the Board office.

#### **Action taken following receipt of complaint:**

1. The complaint is logged, given a number and a folder is created.
2. The complainant is sent a letter acknowledging receipt of the complaint and stating that the complaint is under review by the Board. A copy of the Investigative Procedure is also sent to the complainant.
3. A certified letter with a copy of the complaint is sent to the subject of the complaint (respondent), allowing fifteen (15) days to respond to the allegations.
4. After fifteen days the complaint is reviewed, and if the information warrants action, a Board Inspector is notified to initiate an investigation.
5. When the Board receives an Investigative Report and any response, the Investigative Committee meets to determine probable cause of a violation. The Investigative Committee consists of the inspector who initiated the investigation, a Board member appointed by the Board to the Committee, the Executive Director of the Board and the Assistant Attorney General assigned to the Board.
6. Pending probable cause of violation, the case will result in either a disciplinary hearing or be closed. The complainant will be sent an appropriate letter that the case is either closed or set for a disciplinary hearing, giving the date.
7. A written record of the investigative process will be filed in the complaint folder, and after resolution of the case, it will be signed by the Executive Director of the Board and the Assistant Attorney General assigned to the Board. A copy will be kept on record at the Board office.